

Updated on 10/01/2026

Sign Up

Genesys Cloud CX Training

2 days (14 hours)

Overview

Genesys Cloud CX is a cloud-based contact center platform that enables you to manage users, orchestrate customer interactions, and handle the routing of voice and digital communications from a unified environment.

Our Genesys Cloud CX: Administration and Routing training course will help you get up to speed with the platform's key administrative features. You'll learn how to manage users, groups, roles, permissions, and divisions to organize access to resources.

You'll learn how to configure queues, skills, languages, and wrap-up codes, and then use ACD and skills-based routing to route interactions to the appropriate agents.

You'll also explore Genesys Cloud Architect to build your first interaction flow, incorporating schedules, business rules, and routing to queues. The training covers the main channels: voice, email, messaging, and digital.

Finally, you'll use Analytics Workspace, dashboards, and alerts to monitor the performance of queues, agents, and interactions. You'll also explore the current AI features of Genesys Cloud CX, including Agent Copilot, knowledge base, and agent assistance.

Upon completion of this training, you will be able to configure users, queues, and routing rules; build a simple workflow with Architect; and monitor activity in Genesys Cloud CX.

This training covers the current features and updates in Genesys Cloud CX.

Objectives

- Administer users, groups, roles, permissions, and divisions
- Configure queues, skills, languages, and wrap-up codes
- Implement ACD and skills-based routing
- Build a simple inbound flow using Genesys Cloud Architect
- Configure schedules and interaction routing rules
- Monitor queues, agents, and interactions with Analytics Workspace

Target Audience

- Genesys Cloud CX Administrators
- System and application administrators
- Contact center managers
- Customer Experience Project Managers
- Business analysts
- Application Support

Prerequisites

- General knowledge of contact center and customer relationship challenges
- Understanding of the main channels: voice, email, and messaging
- Basic understanding of interaction routing and user management
- Previous experience with a contact center tool is a plus

Technical Requirements

- A recent computer with an up-to-date web browser
- Stable internet connection
- Headset with microphone for exercises using the voice channel
- Access to a Genesys Cloud CX environment for completing the hands-on exercises

Agenda for our Genesys Cloud CX training: Administration and Routing

[Day 1 - Morning]

Administering the organization, users, and access

- Explore the architecture and key components of Genesys Cloud CX
- Understand resource organization and Genesys Cloud CX environment settings
- Create and manage users and groups
- Configure roles and permissions based on user responsibilities
- Use Divisions to organize and control access to resources
- Understand licensing principles and their impact on available features

- Hands-on workshop: Create users and groups, assign roles and permissions, and organize access using Divisions.

[Day 1 - Afternoon]

Configure queues, skills, and routing rules

- Create and manage queues, their members, and their settings
- Configure wrap-up codes to classify interactions after handling
- Manage skills and languages associated with agents
- Understand how ACD and Genesys Cloud CX routing work
- Implement skills-based routing to distribute interactions based on skills
- Understand the routing of voice, email, messaging, and digital interactions
- Hands-on workshop: Create a queue, configure its members, skills, and wrap-up codes, then test an ACD routing scenario.

[Day 2 - Morning]

Building customer journeys with Genesys Cloud Architect

- Discover Genesys Cloud Architect and its role in designing interaction flows
- Understand the main types of flows and how they integrate with queues and routing
- Build a simple inbound flow and organize the different steps of the customer journey
- Configure Schedules and Schedule Groups to adapt routing to business hours
- Direct interactions to the appropriate queues and resources based on business rules
- Understand the principles of handling voice, email, messaging, and digital interaction paths
- Hands-on workshop: Build an inbound flow in Architect using business hours, routing rules, and transfers to a queue.

[Day 2 - Afternoon]

Monitor and operate Genesys Cloud CX

- Use Analytics Workspace to monitor contact center activity
- Analyze the Queue Performance, Agent Performance, and Interactions views
- Create and use dashboards and metrics tailored to operational needs
- Configure alerts to monitor important events and thresholds
- Identify issues with routing, agent availability, and interaction handling
- Discover the AI features of Genesys Cloud CX: Agent Copilot, knowledge base, automation, and agent assistance
- Hands-on Workshop: Analyze queue activity in Analytics Workspace, identify a and track its impact on performance.

Target Audience

This training is intended for both individuals and companies—large or small—

that wish to train their teams in new, advanced IT technology or to acquire specific business knowledge or modern methods.

Placement at the Start of Training

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency with various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Hands-On Training: 60% Practical, 40% Theoretical. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the instructor—supported by examples and reflection sessions—and group work.

Assessment

At the end of the session, a multiple-choice quiz is administered to verify that participants have successfully acquired the skills.

Certification

A certificate will be issued to each trainee who has completed the entire training program.